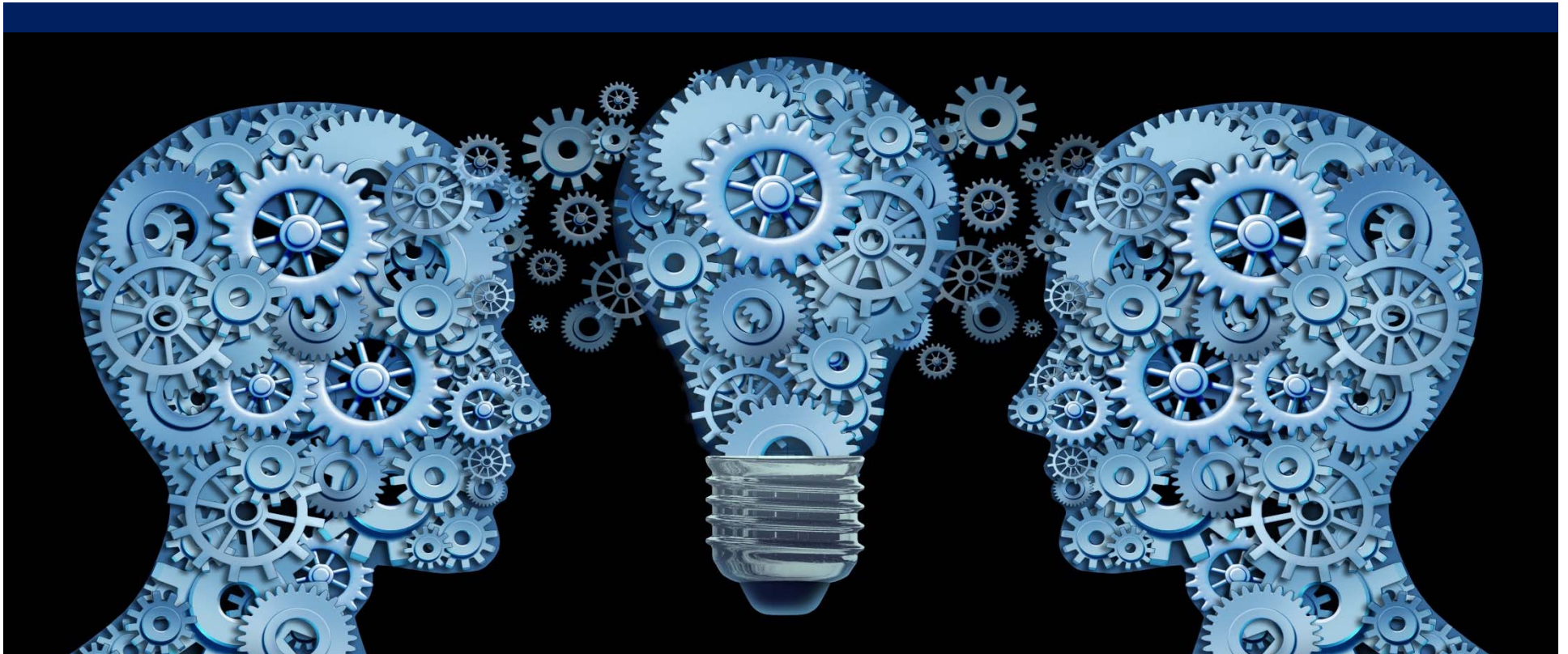


One-Stop Shop (OSS)

Maribeth Munroe
Manager



Objective

Upon completion of this presentation, you will know about:

- One-Stop Shops (OSS)
Guest Services Philosophy
- Locations
- Hours of Operation
- Our Team
- Areas of Support
- ESS Services Hotline



About Us

- The One-Stop Shops (OSS) at Nova Southeastern University (NSU) are the central point for walk-in students (prospective, new, and continuing) for information pertaining to their student record.
- The One-Stop Shops bring together professionals who are cross-trained in financial aid, bursar, registrar, and SharkCard service functions; and process parking decal requests for the entire NSU campus community.



Guest Services Philosophy

We are committed to:

- ✓ Treating all guests with the same level of respect
- ✓ Actively listening to guests' questions and comments in order to fully understand their unique situation
- ✓ Taking *ownership* of a situation until resolved
- ✓ Contacting the appropriate employee/department to assist if service requested cannot be fulfilled by the One-Stop Shops (OSS)

“I don’t know” or “I cannot do that”
are not in our vocabulary.



Locations

- The One-Stop Shops (OSS) are conveniently located on the main campus at two locations:



Horvitz Administration
Building




Terry Administration
Building

One-Stop Shops

Photo of Horvitz Administration Building Location



Hours of Operation

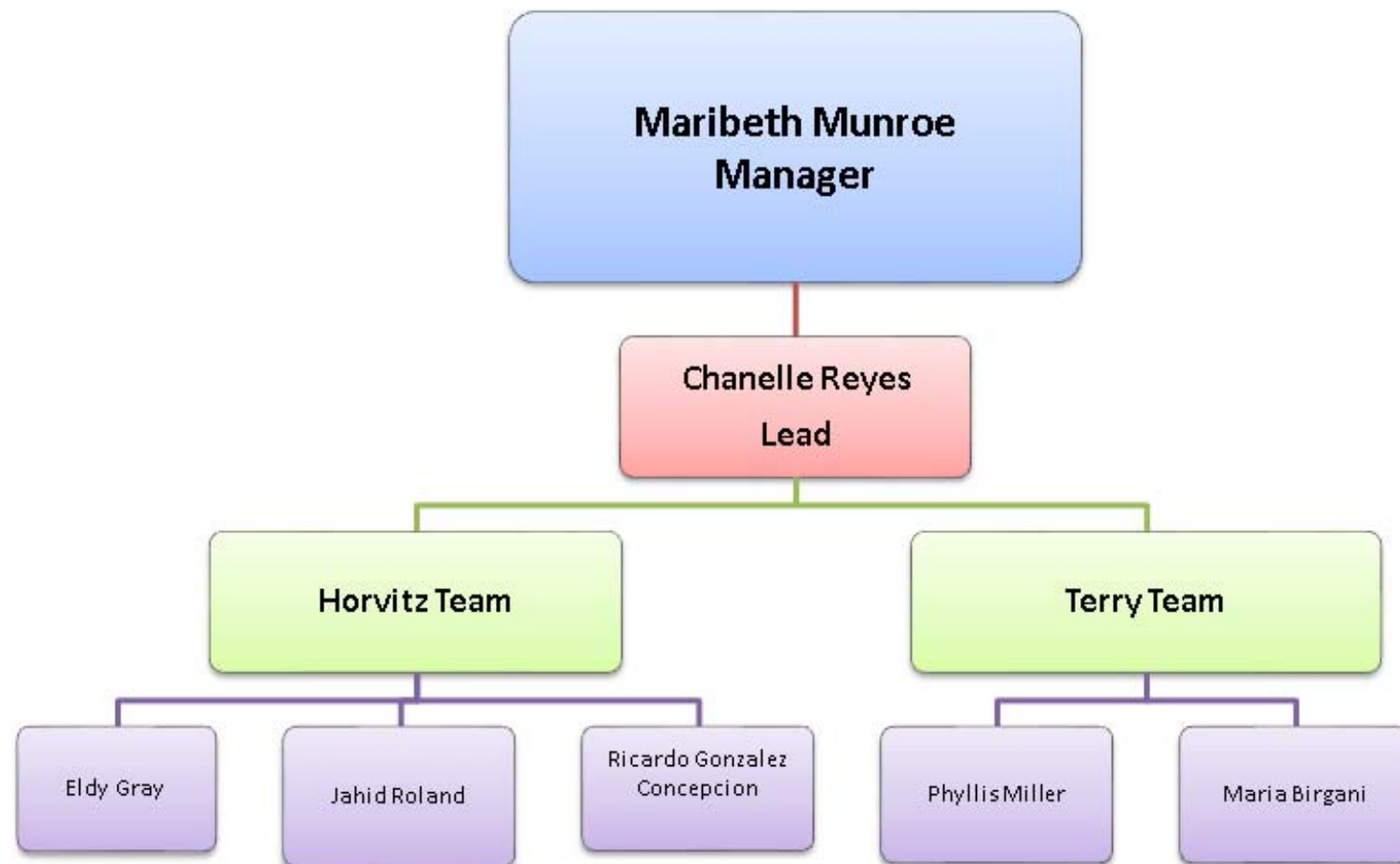


| Days | Times |
|--------------------------------------|------------------------|
| Monday - Thursday | 8:30 a.m. - 7:00 p.m. |
| Friday | 8:30 a.m. - 6:00 p.m. |
| Saturday (Horvitz Admin. Bldg. only) | 9:00 a.m. - 12:00 p.m. |

- Service times are extended to 8:00 a.m. during peak periods, normally at the beginning of each semester.
- Horvitz Administration Building OSS is open on Saturdays.



Meet the Team



Areas of Support



Financial Aid Services

- Free Application for Federal Student Aid (FAFSA) review
- Collecting and reviewing required documents
- Verifying awarding information (eligibility/status)
- Assisting with financial aid form completion
- Loan Disbursement information
- Student Employment questions



Registrar Services

- Registration add/drop
- Transcript request
 - FT-1 forms for Miami-Dade County employees
- Enrollment verification
- In-School Deferment
- Data Change
- Commencement Information
- Degree Applications
- Diploma Replacement

Student Records



Bursar Services

- Payment processing
- Payment Plans
- Direct Deposit Authorization
- Official Invoice/Receipt Requests
- Florida Prepaid Authorization
- Comprehensive Account Overview
- Student Account Holds
- Refund Status



Public Safety Services

Time to Renew Your NSU Parking Decal

Your new NSU parking decal must be displayed on your vehicle as of September 1, or you may receive a parking citation.



Blue NSU employees
Red commuter students
Orange students living in residence halls
Yellow students living at Rolling Hills
Green NSU University School students
Brown contractors

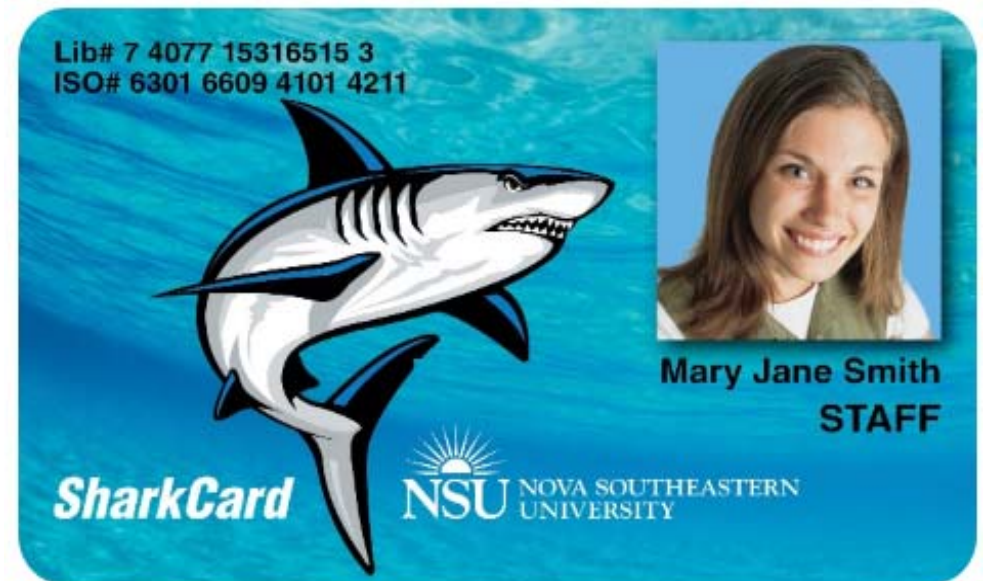
NSU
NOVA SOUTHEASTERN
UNIVERSITY
Enrollment and Student Services

- Issue parking decals and renewals to NSU community
- Process payments for parking citations



SharkCard Services

- Issue new and replacement SharkCards
- Online application processing
- Meal plan balances
- SharkPrint balances



Enrollment and Student Services Hotline

- **Extension 22522**

- Provides support to other NSU campuses by answering questions related to student account balances, bill payments, ordering transcripts, requesting enrollment verification, in-school deferments, and parking decals

- **Schedule**

| Days | Times |
|-----------------|----------------------|
| Monday-Thursday | 5:00 p.m.-7:00 p.m. |
| Friday | 5:00 p.m.-6:00 p.m. |
| Saturday | 9:00 a.m.-12:00 p.m. |

Innovation Quote

*“To give real service,
you must add
something which
cannot be bought
or measured with
money, and that is
sincerity and integrity”*

- Douglas Adams



Contact Information

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